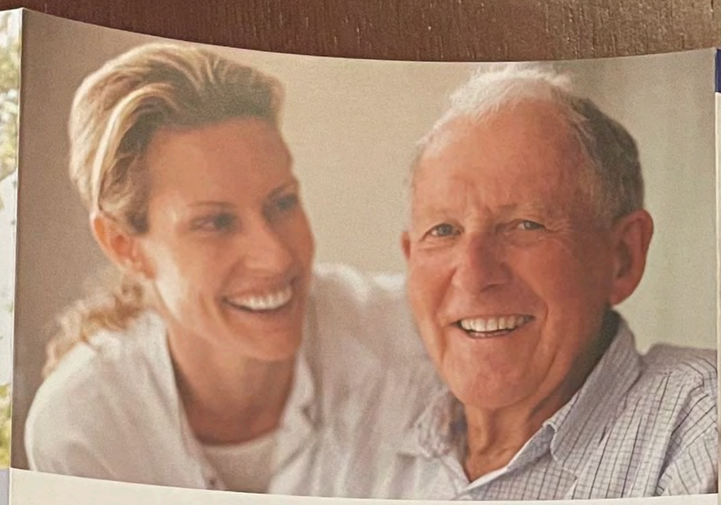
HOW CAN HOME TELEHEALTH BENEFIT MY PATIENTS?

- Gives patients confidence and improves their ability to stay independent in their home.
- Encourages patients to be active in their own health care by reinforcing positive behavior and compliance.
- Educates patients about their disease by giving key health messages related to their condition.
- Provides patients peace of mind knowing that their health status is being monitored every day.
- Improves patients quality of life by promoting and encouraging self-management skills.
- Helps keep patients out of emergency rooms and hospitals.



Contact your local VA Home Telehealth Program today and ask how your patients can participate.

CARDIOCOM®

EXPERTS IN TELEHEALTH℠

1-888-683-8881
cardiocom.com

Cardiocom is a registered trademark of Cardiocom, L.L.C.
U.S. Patent No.: 6,290,646; 6,723,045; 6,454,705; 6,755,783; 7,577,475; 7,736,318; & 7,945,451.
Additional U.S. and foreign patents pending.
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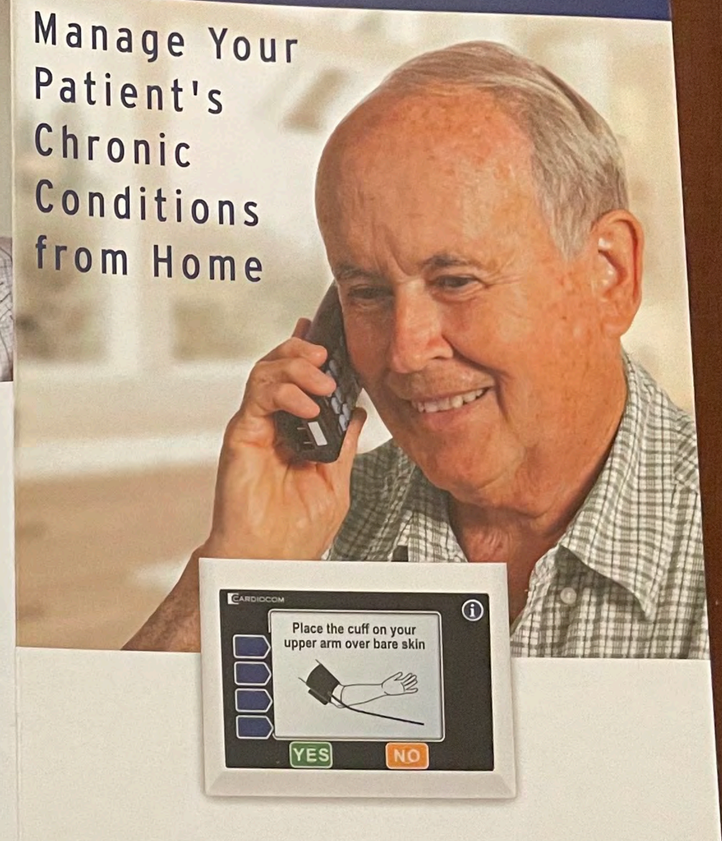
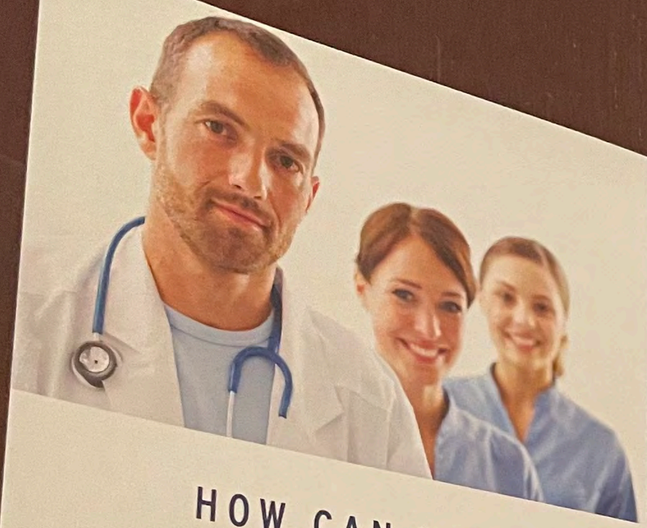
Manage Your Patient's Chronic Conditions from Home



VA HOME TELEHEALTH CONNECTING YOU AND YOUR PATIENTS

CARDIOCOM®

EXPERTS IN TELEHEALTH℠



HOW CAN HOME TELEHEALTH BENEFIT ME?

- Monitors your patient's vital signs and symptoms daily and immediately transmits that data to your office so you can manage their condition at home.
- Alerts you to changes in your patient's condition so you can intervene early to help avoid unscheduled hospitalizations and emergency room visits.
- Helps identify trends in health data to allow you to coordinate care and adjust treatment plans as needed.
- Allows you to personalize care for your patients by giving you the ability to send customized messages and reminders.
- Encourages patients to adhere to the prescribed care plan by reinforcing healthy behavior.

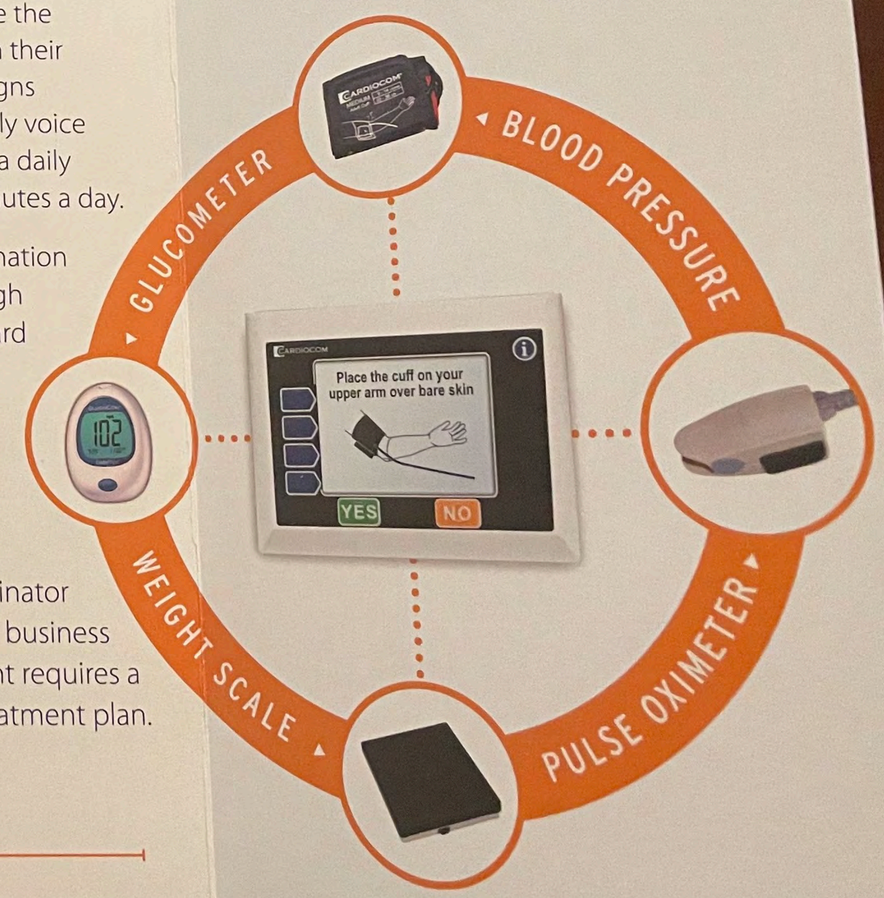
EASY AS 1, 2, 3

1. Help manage your patient's chronic health conditions. Patients use the interactive system each day in their home to monitor their vital signs and symptoms. A clear, friendly voice prompts them to respond to a daily Health Check. Takes only minutes a day.
2. A patient's daily health information is securely transmitted through a cellular network or a standard telephone line to the Care Coordinator in less than 30 seconds.
3. The detailed health data is analyzed and alerts the Care Coordinator. The Care Coordinator then reviews, during normal business hours, to decide if the patient requires a change in medication or treatment plan.

BROAD RANGE OF DISEASE SOLUTIONS

Including but not limited to:

- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Heart Failure (HF)
- Hypertension (HTN)
- Major Depressive Disorder



What are STLVAHCS Veterans Saying About Whole Health?

"I'm thankful that they are implementing a program to help veterans with their needs."

"Dr. listened to me which made me feel my overall health was important. I made a special effort not to complain and today , for the first time, I feel like I matter."

"I like yoga. It relaxes you. It's like working out but different because you use your own body weight for resistance. It's a good workout."

"I use guided imagery often and the more you listen to it the more you get out of it. It's a special time for me because I forget about everything. I have my own little place that I go."

HEALTH AND WELL-BEING

- *Educational Classes focusing on:*
  - Nutrition and Inflammation
  - Power of the Mind
  - Spirit and Soul
  - Surroundings and Personal Development
- *Complementary Health Approaches:*
  - Acupuncture
  - Chiropractic
  - Meditation
  - Yoga
  - Tai Chi
  - Guided Imagery

For more information, please contact the Whole Health and Well-Being Program Coordinators at:

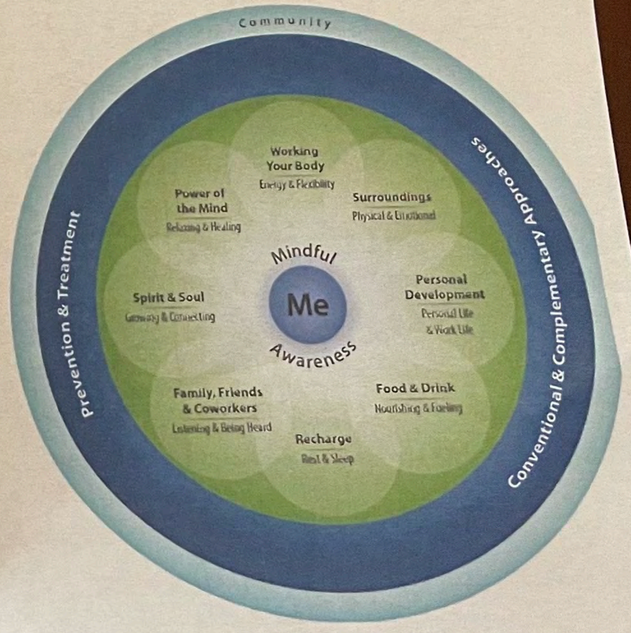
314-289-6583

www.wellvets.com

VA | U.S. Department of Veterans Affairs

Whole Health

Focusing on the Whole Person.
Mind ~ Body ~ Spirit



VA St. Louis Health Care System

What is Whole Health?

Whole Health is patient-centered care that affirms the importance of the relationship and partnership between patients and their community of providers.

WHOLE HEALTH is ABOUT:

- **Partnering with YOU!**
- **Providing Outstanding Clinical Care**
- **Supporting your Health and Well-Being**

Connect to the VHA Mission

The mission of the Veterans Health Administration is to honor America's Veterans by providing exceptional health care that improves their **health and well-being.**

Partnering with YOU!

- Whole Health Orientation
- Whole Health Partners to help identify your personal goals
- Personalized health planning
- Identifying resources in VA and in your community

PATIENT ALIGNED CARE TEAMS (PACT)

CLINICAL CARE

- Partnership between you and your healthcare team
- Personalized health planning
- Best preventive care
- Limit use of medications
- Health Coaching
- Less focus on diseases or symptoms and more focus on the person

For more information on patient-centered care and whole health, visit:

http://www.va.gov/patientcenteredcare

WHO is this for?

- Any veteran in primary care.

WHERE do you get care?

- In the clinic.
- Or by phone.

WHEN do you get this care?

- Right away!

WHY should you get this care?

- Because it's about you!

Social Work practice utilizes a bio-psychosocial perspective to assist veterans and their families/care-givers in resolving psychosocial emotional and economic barriers to health and well-being while building on their strengths.

My Social Work Provider is:

_____

Don't wait! Contact us and **schedule an appointment!**

Community Based
Outpatient Clinic
(CBOC)
Call Center
(314) 286-6988

HOW can you **get started?**

Ask your primary care provider or clerical staff for scheduling.

Talking about your concerns can be difficult. Seeking help is the first step.

Veteran's Crisis Line (24/7)
1(800) 273-8255

www.**stlouis**.va.gov

Primary Care Social Work

VA | U.S. Department of Veterans Affairs

Available to any Veteran in Primary Care!

With common concerns like:

- Abuse & Neglect
- Advance Directives (Living Will for Healthcare)
- Caregiver stress
- Case Management
- VA and Community Resources
- Financial assistance
- Home Care
- Homelessness/Housing
- Mental Health
- Nursing home placement
- Patient education
- Long-term care planning
- Stress to chronic illness
- Substance Abuse
- Transportation resources

Social Work collaborates with your Patient Aligned Care Team (PACT) to meet your comprehensive needs right in primary care.

PACT Social Worker

- Work with you and the rest of your PACT
- Offer brief, tailored case management
- Focused on YOUR Whole Health concerns
- Driven by YOUR goals

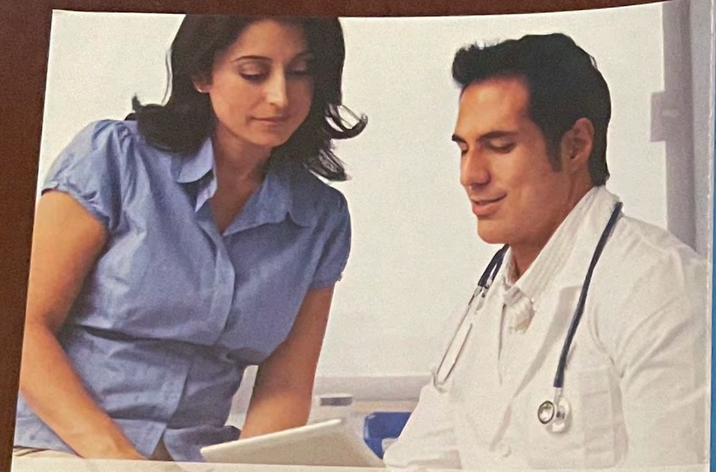
What if I need more?

- The social worker in your clinic will individually evaluate your symptoms.
- If you need a referral for more socialized care, your social worker will talk with you about available options and help refer you for care.

Patient-Centered Care:

- Our recommendations are driven by your goals and by what you tell us is important to YOU
- We work as a team, with your PACT, to understand you as a person and provide the best options for YOU

OUR CARE IS:
- Problem-Focused
- Solution-Oriented
- Patient-Centered



Is my information in My Health*e*Vet secure?

My Health*e*Vet is VA's online Personal Health Record. It is designed for Veterans, active duty Servicemembers, their dependents and caregivers. My Health*e*Vet helps you partner with your VA health care team. It provides you opportunities and tools to make informed decisions and manage your health care. To learn more, go to:
www.myhealth.va.gov

It is important to protect your information. You are responsible for protecting your personal information you print out or download. Protect this information the same way you would protect your banking or credit card information.

- **Do not** leave your printed information on a printer
- **Do not** save your downloaded information to a public computer

When using a public computer, save your information to a storage device, such as a CD, thumb drive or mobile device. Remember to take it with you when you finish.

A number of smartphone apps are also available through a variety of non-VA sources. While VA doesn't endorse specific apps, there are now creative, secure and easy-to-use ways of viewing Blue Button data. Search for "Blue Button" in your smartphone apps library to learn more.

My Health*e*Vet:
www.myhealth.va.gov
VA Main Website:
www.va.gov

Scan this QR code to learn more

My Health*e*Vet Help Desk
Toll Free Telephone Number:
1-877-327-0022
(Monday through Friday, 7:00 a.m. – 7:00 p.m. CST)

VA

U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Informatics and Analytics

For more information, contact your local My Health*e*Vet Coordinator.

REVISED 09/2014 • IB10-360

Download your VA Personal Health Record Through MyHealth*e*Vet's VA Blue Button

My healthevet
www.myhealth.va.gov

My Health, My Care: 24/7 Online Access to VA

What is the VA Blue Button?

*The **VA Blue Button** is an easy way for you to view, print, download, and save your information from My Health**e**Vet. When you use the **VA Blue Button**, you can select the information you want. Need a list of your medications? Want to read the note from your last VA health care visit? Whatever you choose, the **VA Blue Button** will give you a picture of your health, and allow you to track progress in reaching your health goals.*

How will the VA Blue Button Benefit Me?

- *You can easily access to your personal health information, all in one place.*
- *You can always have a copy of your health information on hand.*
- *You have the ability to print or save your information to a computer, CD, thumb drive or mobile device.*
- *You can improve information sharing between you and your health care team.*

What information can I find in VA Blue Button?

VA Blue Button is ***your*** personal health information which contains:

- Your Personal Health Record
- Select portions of your VA Health Record
- Your DoD Military Service Information

VA Blue Button allows you to:

- Download your VA Health Summary
- Print your VA Health Summary
- Create customized reports
- Save your VA Health Summary
- To learn more about your VA Health Summary, go to: myhealth.va.gov/mhv-portal-web/resources/jsp/help.jsp?helpDirectRequest=help_CCD-overview.html

How do I sign up for VA Blue Button?

Register for Your VA Personal Health Record (PHR):

1. Go to: ***www.myhealth.va.gov***
2. On the right-hand side of the screen, select the Register Today button and complete the registration page. Please review and accept the Terms & Conditions and the Privacy Policy.
3. You are ready to log in and create your Personal Health Record.
4. Now you are all set. Bookmark ***www.myhealth.va.gov*** as a favorite.
5. If you are a VA patient, make a note to upgrade to a Premium account. To upgrade to a Premium account, you will need to go through Authentication, a process by which VA verifies a Veteran's identity, either in-person or online. *

** To learn more about Authentication, in-person or online, visit **www.myhealth.va.gov** and select Upgrading to a Premium account. You may also contact your My Health**e**Vet Coordinator at your local VA facility or the My Health**e**Vet Help Desk at 1-877-327-0022 (Monday-Friday, 7 a.m. – 7 p.m. CT). For TTY services, call **1-800- 877-8339.***

Blue Button Download My Data

Step 1

Go to www.myhealth.va.gov and register for an account.

Register

Complete the registration by making sure –
Your first, middle and last name are EXACTLY as it appears on your VA record
Check VA Patient & Veteran in the relationship to the VA area.

What is your Relationship to VA?*

Check all that apply*
- [x] VA Patient
- [x] Veteran

Step 2

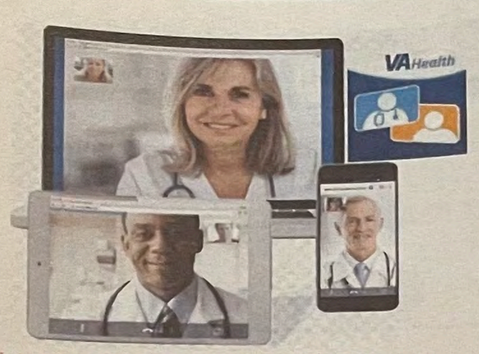
Go to your *My Healthevet* help desk at your VA Hospital or the VA Clinic and verify who you are (With photo ID) and fill out a form (10-5345a-MHV)

You will then have Full Premium Access to everything on the website –

We can also help you tweak a few settings and help you set up your smartphone or laptop for other applications and programs that might benefit you and your health at no cost.

Step 3

Start using My Healthevet



Bridging the Distance for Better Healthcare! – VA Video Connect
Essentially "real-time video healthcare" where a video connection allows real-time interaction between patient and a member of their health care team.

On your Laptop, Home Computer, Notebook, or Cellphone using broadband internet (data charges may apply)
Available for most visits that do not require a physical exam, such as:

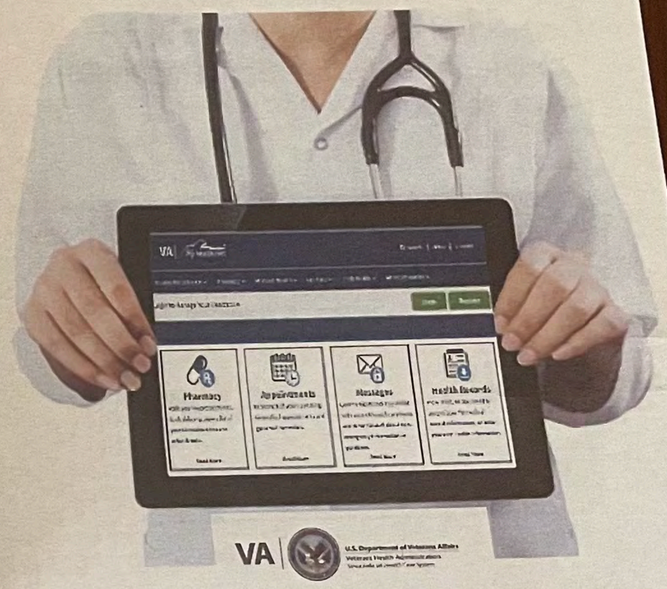
- Medication questions
- Minor rashes, aches, and pains
- Mental health
- Nutrition
- Social work, counseling
- If your care team is unable to solve your questions, or symptoms through a VA Video Connect visit, you may be asked to come in for an office or clinic visit.

Any Questions – Contact Us:

St. Louis VA Health Care System
Toll-Free: (800) 228-5459 x68141
Direct Dial: (314) 652-4100 x68141
www.stlouis.va.gov

My healthevet

Why Should YOU be a *MyHealthevet*?



My Healthevet is the VA's online Personal Health Record. It was designed for Veterans, and active duty servicemembers. It helps you partner with the VA healthcare team and provides you with the opportunities and tools to make informed decisions, and manage your health care.

Pharmacy

- Refill VA Prescriptions
- Track Delivery
- Medications Lists

Using My Health*e*Vet, you can manage medications using the online VA Prescription tools. Though most of your active prescription(s) can be refilled online, not all of your medicine(s) may be displayed.

Appointments

- View My VA Appointments
- Schedule a VA Appointment
- VA Facility Locator

VA Appointments is a tool on My Health*e*Vet. It gives VA patients a detailed view of their VA clinic appointments 24 hours a day, 7 days a week.
If you are a Veteran enrolled at a VA health care facility, are registered on My Health*e*Vet and have an upgraded premium account, you have the option to see your VA Appointments.

Messages

- Inbox
- Compose Message
- Manage Folders

Secure Messaging is an easy to use online messaging system available through My Health*e*Vet. It is for users who have a My Health*e*Vet Premium account and who have registered as a **Veteran/VA Patient**. Secure Messaging is safe and secure, because the messages you send and receive are all kept within My Health*e*Vet.
Secure Messaging improves the connection between you and your VA health care team and other VA Staff. You can use it to ask about your VA appointments, medications, and your lab results or to have routine questions answered. Like email, Secure Messaging allows you to write a message, save drafts, review your sent messages and maintain a record of your conversations. Since the lines of communication are open, it helps make your VA appointments more productive because your VA health care team has more than just notes from your last appointment.

Health Records

- Blue Button Medical Reports
- Labs and Tests
- Track Health

The Blue Button - lets you download data for all dates pertaining to your health records or by a particular date range. It also allows you to select one or more, or all types of Personal Health Information collected for the date range you select.

For each request, you have the following options:

Select Date Range

This section enables you to specify a date range from which to pull information. If you select the Select Date Range option, you need to specify a start and end date for the range.

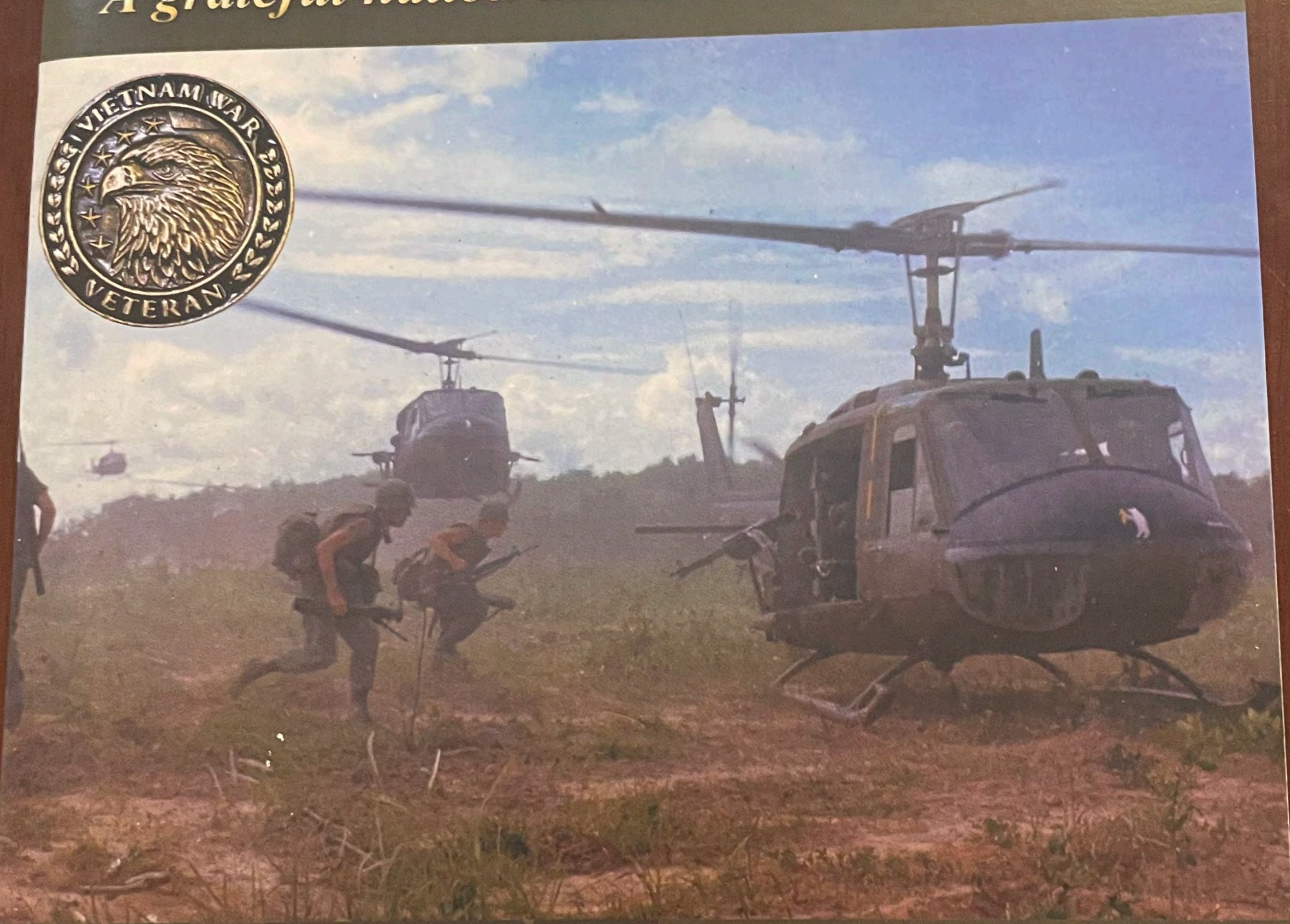
Select Types of Information

This section enables you to select all types of Personal Health Information you have entered, or you can specify one or more types of information depending on your needs.

Telehealth...
Bringing Health Care Closer to Home

2020
Missouri Benefits & Resource Guide

Vietnam War 50th Anniversary Commemoration
"A grateful nation thanks and honors you."



FOR VETERANS
& MILITARY